

TRICARE Mail Order Pharmacy

The TRICARE Mail Order Pharmacy (TMOP) is a convenient and easy way to get the prescriptions you take regularly (such as those to lower blood pressure, or to treat asthma or diabetes) because they are delivered directly to your home.

How to Fill Your Prescription

Step 1: Register to use the TMOP.

The first time you use the TMOP you must fill out a TMOP mail-order registration form and send it to Express Scripts, the TMOP contractor, along with your prescription and copayment. You must complete this form only one time, unless your health condition changes. If you have registered at TMOP online recently or mailed a registration form, you do not need to re-register.

There are three ways to register:

1. Call Express Scripts:
 - Worldwide: 1-866-363-8667 or 1-866-275-4732; or
 - TDD (for the deaf and hard of hearing): 1-877-540-6261.

You may also access a registered pharmacist who is available to answer questions about your prescription at any time by calling one of the above toll-free numbers.

2. Download and mail the form from the Express Scripts Web site, www.express-scripts.com/custom/dod/ben_message/.
3. On-line at the Express Scripts Web site, www.express-scripts.com/custom/dod/ben_message/.

Step 2: Ask your provider to write a prescription for up to a 90-day supply with up to three refills, if possible.

If you must begin a prescription medication right away, ask your provider to write two separate prescriptions for the same medication:

1. A one-month supply for you to fill immediately at a local military treatment facility or a retail network pharmacy; and
2. A long-term supply for you to fill through the TMOP.

Note:

- While you wait for your mail-order shipment, begin taking the medication you obtained from the local military treatment facility or the retail network pharmacy.
- Certain medications may have a 30-day quantity limit and/or require medical necessity or prior authorization from your provider.

You may refer to <http://www.tricareformularysearch.org/> to confirm the formulary status of your medication and to check the copayment amounts due before sending your prescriptions and copayment.

Step 3: Mail your health care provider's written prescription with your registration form and copayment to Express Scripts, P.O. Box 52150, Phoenix, AZ 85072-9954. You must enclose a copayment for each prescription you send to the TMOP. For example, if you are an active duty family member or retiree sending the TMOP

two separate prescriptions for generic medications, your total cost would be \$6 (i.e., two \$3 copayments).

You may pay by check or money order, payable to Express Scripts. The easiest way to ensure you pay the correct copayment is to authorize TMOP to bill your Visa, MasterCard, Discover or American Express account. You do not have to pay shipping or handling.

Note: If you are on active duty there are no copays to use the TMOP.

Step 4: Allow about 14 days from the day Express Scripts receives your initial prescription to the time your medication arrives at your door.

How to Fax a New Prescription

You may also ask your provider to fax your written prescription toll-free to Express Scripts at 1-877-895-1900. Here's how:

1. Complete the TMOP mail-order registration form and send to Express Scripts.
2. Ask your provider to fax your prescription with a cover sheet containing their name and phone number. The TMOP only accepts prescriptions faxed directly from your provider and must include the patient's full name, address, telephone number and date of birth.

If your provider faxes a prescription on your behalf, you may pay your co-payment the following three ways:

1. Wait for the TMOP to bill you directly;
2. Call Express Scripts to authorize billing on your credit card; or
3. Visit the Express Scripts Web site to authorize billing on your credit card.

After the provider faxes the prescription, please wait 48 hours before calling Express Scripts to ensure your order is in the system.

How to Refill a Prescription

You may request your refill by mail, telephone or the Express Scripts Web site. Check the label of your current TMOP medications for the date you should request a refill. You must pay for orders you place by telephone or online by check or credit card. The TMOP delivers your medications usually within 14 days from the date it receives your refill request.

If you forget to request a refill on time, you may request expedited shipping and handling services for an additional charge.

TMOP and Other Health Insurance

You may **only** use the TMOP with other health insurance (OHI) if you meet one of the following conditions:

1. **If the medication you need is not covered by your other health insurance.** To get your medicine submit your prescription with your other health insurance's explanation of benefits (showing that your medication is not covered) to Express Scripts. If the drug is available from TMOP, Express Scripts will fill the prescription.
2. **If you have reached your other health insurance's benefit cap.** To get your medicine you must submit a copy of the insurance company's cap notice to Express Scripts with your prescription. If the drug is available from TMOP, Express Scripts will fill the prescription until your other health insurance pharmacy benefit is renewed.

If your OHI has a pharmacy benefit, use a [TRICARE retail network pharmacy](#) to maximize your TRICARE pharmacy benefit. Ask the pharmacy if they will process your prescription with your OHI first, then TRICARE second. In most instances, you will leave the pharmacy with no out-of-pocket expenses and no claim to file. If your pharmacy cannot coordinate your OHI and TRICARE pharmacy benefits, you must file a claim to get full or partial reimbursement for your out-of-pocket expenses. You must mail a completed TRICARE Claim Form [DD2642](#) and your other health insurance's explanation of benefits showing payment to:

Express Scripts
Attn: TRICARE Claims
P.O. Box 66518
St. Louis, MO 63166-6518

You have one year from the date you purchased your medication to file for reimbursement with Express Scripts. If you have a question about the DoD Retail Pharmacy Program you may call 1.866.DOD.TRRX (1.866.363.8779). Customer service representatives are available 24 hours a day, 7 days a week.

TMOP Requirements for Beneficiaries Living Overseas

The TMOP cannot mail prescriptions to any private foreign address. If you reside overseas, you must meet the following requirements to receive mail-order delivery:

- Have an APO/FPO address;
 - If you are assigned to an official U.S. embassy and do not have an APO/FPO address, you may use the official embassy address to get a prescription; and
- Request that a U.S. licensed provider write your prescription.

Note: The TMOP will not ship refrigerated medications to any APO/FPO address. If you require refrigerated medication, talk to your licensed overseas provider about alternatives.

For More Information

A licensed pharmacist is available to answer questions about your medications 24 hours a day at 1-866-363-8667; or TDD at 1-877-540-6261.